

# RECOGNIZING AND HELPING THE STUDENT IN DISTRESS

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Crisis Counseling Services

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# RECOGNIZING AND HELPING THE STUDENT IN DISTRESS

What are some signs a student may be in distress?

What is the role of Crisis Counseling Services in providing assistance?

What other resources are available?

How do I make a referral to CCS?

# RECOGNIZING STUDENTS IN DISTRESS

Faculty and staff as helping resources for students

All who work with students

Many students are unaware of resources

Many students are reluctant to seek help

# RECOGNIZING STUDENTS IN DISTRESS

What are some signs a student may be in distress?

Level 1 Distress: behaviors do not necessarily disrupt others, but indicate that something is troubling the student.

Level 2 Crisis: exhibit more significant changes in mood and behavior but may be resistant to seeking help.

Level 3 Emergency! Psychological emergencies, severely disturbed and disruptive students. Exhibit more intense expression of emotions without regard for classroom learning environment and rights of others.

# RECOGNIZING STUDENTS IN DISTRESS

## Level 1 (Distress) Possible Signs:

A decrease in achievement and diminished motivation

Increased absences

Difficulties with concentration and focus

Marked changes in interaction patterns with instructor and peers  
(avoidance or increased dependency)

Changes in mood states: sadness, anxiety, irritability, lethargy

Fatigue and sleeping in class

Requests for special considerations (extensions of deadlines, make-up exams, grade changes)

Missed deadlines or incomplete work; poor academic performance

Diminished self-care including poor hygiene

Reluctance to accept help, denial of significance of problem(s)

# RECOGNIZING STUDENTS IN DISTRESS

## Level 2: (Crisis) Possible Signs

May exhibit more significant changes in mood and behavior

May behave in ways that are mildly disruptive to the classroom (for example, angry outbursts, walking out, attacking the opinions of others)

Alcohol/drug abuse

Suicidal statements or thoughts, (without current plan, method, means)

Written or verbal threats (without current plan, method, means)

Victim of rape, assault, domestic violence, sexual abuse

Other students may report changes in behavior



# Level 3: Emergency!

## Severely disruptive students MAY:

regularly fail to attend class, be tardy, leave early with little regard for the role of instructor or consideration for learning environment

be least likely to accept help and may view efforts to assist as intrusive and unwanted

demonstrate a heightened sense of entitlement

be verbally antagonistic to peers/staff/instructor

engage in inappropriate forms of contact such as threatening e-



# INTERVENTIONS: Levels 1 & 2

## ENGAGE

Speak with the student in private.

Address behaviors that represent specific areas of concern or infractions of classroom policies.

Avoid criticizing, judgment, or offering advice outside of your area of expertise.

## EXPLORE

self and others, personal safety.

How has student coped thus far? What resources do they have available?

Ongoing problem? New situation?

Document your meeting; seek consultation when student expresses suicidal or homicidal thoughts

## REFER

Emphasize that seeking help is a sign of health and maturity, not weakness.

Services are free and confidential

Follow up

Behaviors that continue to disrupt classroom: Campus Safety; Director of Student Affairs/ Student Life (Augustine Nevarez) Dean, VP of Student Affairs (Mark Sanchez; Romero Jalomo)

# INTERVENTIONS: Level 3

## **Attend to your own personal need for safety**

Meet at a time/place where others are available to you

Maintain a safe distance, escape route

Attempt to maintain a calm demeanor

If student becomes physically agitated and/or an imminent threat of harm to self or others:

- remove yourself by indicating you will find someone else to assist

- contact Campus Safety: x6888 immediately! [they can initiate 911 call]

- document events and consult with VP Student Services, Dean, Director of Student Life

# INTERVENTIONS: Levels 1,2 & 3

When in doubt, consult with others:

CCS Clinical Supervisor: 755-6856, D-125

Campus Safety: 755-6888

Director Student Affairs/Student Life 755-6825, C-104

Dean; VP for Student Affairs 755-6822

DSP&S: 755-6760

Academic Counselors: 755-6820

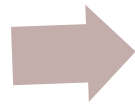
# Helping Students in Distress

## STUDENT IN DISTRESS OR CRISIS

NOT life threatening; student is troubled, confused, very sad, anxious, irritable; has thoughts about not wanting to live; difficulties in interacting with others; change in academic performance and attendance.

LEVEL 1 OR 2

REFER TO Crisis Counseling Services (770-7019)  
D-123, 124, 126  
Walk-in hours:  
11:00am -12:00 noon  
Mon thru Fri  
Appointment basis  
Free and confidential



## DISRUPTIVE STUDENT

Safety is not an immediate concern

Call Campus Safety 755-6888  
Call Director Student Life 755-6825  
Call VP of Student Affairs 755-6822  
Document!  
Consultation: Crisis Counseling Services Clinical Supervisor 755-6856  
DSP&S 755-6760  
Behavior Intervention Team?



## DANGEROUS STUDENT

Safety is an immediate concern; verbal or physical threats to harm others; active

# Hartnell Crisis Counseling Services

## HOW DO I MAKE A REFERRAL?

The best referral involves taking the person directly to someone who can help. . . .

Daily walk-in hours, 11:00-12:00 noon during the semester

Students may complete an intake form with contact info to schedule an appointment

Provide student with phone information: 770-7019 (24-hour voice mail)

- Students will hear a recorded message

- Monitored continuously during semester from 9:00-5:00

- Students should receive a prompt response to their message

- Services are confidential and free for Hartnell students

Follow-up

# HELPING STUDENTS IN DISTRESS

## Appointments

Most students are seen on an on-going, appointment basis

10 fifty-minute sessions per semester (more if indicated)

Augmented by community referrals

Most frequent problems: depression and anxiety

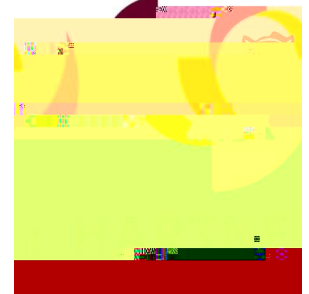
## Counselors

Masters degree in psychology/counseling/clinical social work

Some are bilingual Spanish/English

Require supervision (individual case review) by a licensed MFT or LCSW and weekly consultation group

Partnership with Brandman University



# DEMOGRAPHICS/October 2015

Student Total			
27	<b>Gender</b>		
	Female	22	81%
	Male	5	19%
	Unknown	0	0%
	<b>Race</b>		
	Afri-Am	0	0%
	Hispanic	20	74%
	Cauc	3	11%
	Asian	0	0%
	Other	0	0%
	Pac. Island	0	0%
	<b>Marital Status</b>		
	Single	14	52%
	Married	7	26%
	Divorce	0	0%
	Separated	2	7%
	Relationship	4	15%
	Other	0	0%
	Unknown	0	0%
	<b>Age</b>		
	Mean	27.41	
	Median	37.5	
	Mode	21	
	Range	18-57	

# DEMOGRAPHICS/October 2015

<b><i>Living Situation</i></b>		
Alone	0	0%
W/Roomates	3	11%
With Spouse/Partner	7	26%
With Family	17	63%
Other	0	0%
<b><i>Language</i></b>		
English	9	33%
Spanish	4	15%
Eng/Spanish	14	52%
Other	0	0%



# DEMOGRAPHICS/October 2015

<i>City</i>		
Carmel	0	0%
Castroville	0	0%
Greenfield	0	0%
Hollister	0	0%
King City	0	0%
Marina	1	4%
Monterey	0	0%
Pacific Grove	0	0%
Pebble Beach	0	0%
Prunedale	0	0%
Salinas	21	78%
Seaside	1	4%
Sand City	0	0%
Soledad	2	7%
Watsonville	0	0%
Other	0	0%

# DEMOGRAPHICS/October 2015

## *Reasons for Visit*

Academic Stress	12	44%
Abuse - Emot	7	26%
Abuse - Phys	3	11%
Abuse - Sex	2	7%
Anxiety	16	59%
Alcohol Abuse	0	0%
Anger Manage	5	19%
Depression	18	67%
Drug Abuse	2	7%
Eating Disorder	1	4%
Extended Family	10	37%
Grief/Loss	2	7%
Low Self-Esteem	9	33%
Marital/Relation	8	30%
Money Problems	7	26%
Parenting Issues	6	22%
Sexual Issues	2	7%
Sucidal Thoughts	5	19%
Other	1	4%



# Questions????

Thank you!!!

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Crisis Counseling Services 24-hour voicemail: 770-7019

D-123, -124, -126

